



BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

FILED

07/30/21
04:59 PM

C2107016

Blair Wallace,

Complainant,

vs.

Case (C.) _____

Cebridge Telecom Ca, LLC, d/b/a Suddenlink
Communications (U6996C); Cebridge Telecom
Ca, LLC. d/b/a Suddenlink Communications
(U1130C); NPG Digital Phone, LLC d/b/a
Suddenlink Communications (U1168C); And
CSC Wireless, LLC d/b/a Altice Mobile
(U4527C),

Defendants.

Complaint
(Rule 4.2)

COMPLAINANT	DEFENDANTS
Blair Wallace P.O. Box 2093 Olympic Valley CA 96146 T: 916-207-3065 E-mail 1: kelleymoffat@gmail.com E-mail 2: blairgwallace@gmail.com	Cebridge Telecom Ca, LLC, d/b/a Suddenlink Communications (U6996C); Cebridge Telecom Ca, LLC. d/b/a Suddenlink Communications (U1130C); And NPG Digital Phone LLC d/b/a Suddenlink Communications (U1168C) Attn: Dennis D. Moffit, VP & Senior Counsel 5830 Granite Parkway, Suite 300 Plano TX 75024 T: 469-305-5261 E-mail 1: dennis.moffit@suddenlink.com E-mail 2: dennis.moffit@alticeusa.com
	AND CSC Wireless, LLC d/b/a Altice Mobile (U4527C) Attn: Sheth Aanal, Tax Manager One Court Square W, 33 rd Floor Long Island City, NY 11101 T: 929-418-4390 E-mail: aanal.sheth@alticeuusa.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

BLAIR WALLACE

COMPLAINANT(S)

vs.

(B) ALTICE USA/ALTICE MOBILE
DBA SUDDENLINK
COMMUNICATIONS

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES ☐ NO

Has staff responded to your complaint?

☒ YES ☐ NO

Did you appeal to the Consumer Affairs Manager?

☒ YES ☐ NO

Do you have money on deposit with the Commission?

☐ YES ☒ NO

Amount \$ _____

Is your service now disconnected? N/A -

☒ YES ☐ NO NEW SERVICE

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
BLAIR WALLACE	PO BOX 2093 OLYMPIC VALLEY CA 96146	916-207-3065

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
ALTICE USA	1 COURT SQ. W LONG ISLAND NY 11101	516 803 2300
ALTICE USA	1111 STEWART AVE CITY GETA PAGE, NY 11714	631 840 5317 929 418 4390

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

SEE ATTACHED (F)

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☒ Regular Complaint ☐ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

SEE ATTACHED (G)

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	6/10/21
Hearing (Example: 7/1/09)	7/12/21

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

ALTICE USA SHOULD EXTEND SERVICE TO 10199 DONNER LAKE RD. TRUCKEE, CA 96161 AT NO CHARGE. ADDITIONALLY, ALTICE USA SHOULD BE REQUIRED TO PROVIDE A COST BREAKDOWN WHEN REQUESTED TO DO SO.

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

KELLEYMOFFAT @ GMAIL. COM BLAIRGWALLACE @ GMAIL. COM

(J)

Dated TRUCKEE, California, this 14TH day of MAY, 2021
(City) (date) (month) (year)


Blair G Wallace
Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	KELLEY MOFFAT
Address:	13443 SUSLOPE WAY TRUCKEE CA 96161
Telephone Number:	571 229 3622
E-mail:	KELLEYMOFFAT@GMAIL.COM
Signature	

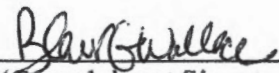
VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on MAY 14 2021, at TRUCULEE, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

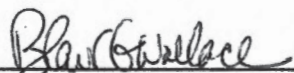
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become apublicrecord and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

5/14/21

Date

BLAIR WALLACE

Print your name

(F) Explain fully and clearly the details of your complaint.

Altice USA has quoted \$32,095.37 to extend service to a small affordable housing apartment complex that we are building. There will be 6 units, so 6 new customers for Altice. Altice currently provides service to 2 adjacent properties, approximately 20' and 50' away on the west and south sides of the property we are building on, respectively. Altice refuses to provide a cost breakdown of this exorbitant quote. The last person I spoke with, Juan (631-846-5317), stated that they could not provide more information because "Altice does not know exactly what is involved in the extension of service" and that "they will come up with a plan once they start working". In light of this, the quote we received is unacceptable. Their refusal to provide any more information is inappropriate at best and criminal at worst.

See attached emails from Altice USA (3 attachments)

See map of current properties serviced by Altice (1 attachment)

(G) (4) The issues to be considered are:

Upon my initial contact with Suddenlink/Altice I was told repeatedly that this address was not serviceable. After tens of hours of persistence, I finally reached someone (Jeanne) who created a serviceability request (ref # 315004) based on seeing that the property is very close to properties with existing service. This is a breakdown of my communications with Altice over the last 5 months once the initial serviceability request was made.

11/30/20 – left message on serviceability number (833-656-0152), received call back, customer service rep sent a message to the construction department for a timeline.

12/16/20 – left message on serviceability number and called the sales department (631-393-3192) as well.

12/29/20 – mailbox full on serviceability number

12/29/20 – spoke with Nando in residential sales, he submitted a request to the construction department for an update (ticket # 311584), stated he can see that the line isn't too far away, will get in touch with me or the construction department will

2/19/21 – left message on serviceability number

2/19/21 – spoke with Scott in sales department, escalated to Cynthia who messaged the construction department for an update, marked as urgent, said she would call me back

2/25/21 – left message on serviceability number

2/25/21 – spoke with Caesar in sales, survey #16624589 was only submitted on 2/22/21 into Workforce Now (their software) with a planned date of 9/20/21

3/8/21 – received call and email from Cynthia with a quote for \$32,095.37

3/15/21 – submitted informal complaint to California Public Utilities Commission after Cynthia denied my request for a cost breakdown

3/30/21 – spoke with Anna (631-846-5317) and Juan Fajarbo (cecrsdl@alticeusa.com) with no resolution

Altice USA admittedly has no construction/extension plan and cannot give a cost breakdown to extend the service line to this property (approximately 20' on the west side or 50' on the south side). Altice would be gaining 6 new accounts from this extension. The amount that was quoted and their failure to supply a cost breakdown is unacceptable.



Kelley Moffat <kelleymoffat@gmail.com>

RE: External E-mail - Re: Build Cost information

6 messages

AlticeServiceability <AlticeServiceability@alticeusa.com>

Tue, Mar 9, 2021 at 10:09 AM

To: Kelley Moffat <kelleymoffat@gmail.com>, AlticeServiceability <AlticeServiceability@alticeusa.com>

I apologize but the only information I am able to provide is the full labor and material cost.

Cyn Barrera

Sales Enablement Specialist

cynthia.barrera@alticeusa.com

From: Kelley Moffat <kelleymoffat@gmail.com>

Sent: Monday, March 8, 2021 8:37 PM

To: AlticeServiceability <AlticeServiceability@AlticeUSA.com>; Cynthia Barrera <Cynthia.Barrera@AlticeUSA.com>

Subject: External E-mail - Re: Build Cost information

[External Email]

Caution: This email originated outside of Altice USA. Please do not click links or attachments unless you recognize the sender and know the content is safe.

Hi Cynthia,

My boss is wondering whether you can send some kind of graphic or map detailing how and where the line will be connected to the property, so that we can see exactly what we are paying for. Please advise.

Thank you,

Kelley Moffat

571-229-3622

On Mon, Mar 8, 2021 at 2:41 PM AlticeServiceability <AlticeServiceability@alticeusa.com> wrote:

Please send check or money order to:

ALTICE ATTN: Heather Kennedy

3027 SSE Loop 323

Tyler, TX 75701

Your project number is 16624586, please include this in the memo line of the check.

Est OSP Labor Cost

\$28,395.08

· Est OSP Materials Cost

\$3,700.29

· Est ISP/Headend Cost

\$0.00

5/14/2021

Gmail - RE: External E-mail - Re: Build Cost information

• Backbone Labor

\$0.00

• Backbone Materials

\$0.00

• **Total Estimated Cost**

\$32,095.37

Cyn Barrera

Sales Enablement Specialist

cynthia.barrera@alticeusa.com

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Caution: This email originated outside of Altice USA. Please do not click links or attachments unless you recognize the sender and know the content is safe.

Kelley Moffat <kelleymoffat@gmail.com>
To: Blair Wallace <blairgwallace@gmail.com>

Tue, Mar 9, 2021 at 10:38 AM

I HATE SUDDENLINK.
[Quoted text hidden]

Blair Wallace <blairgwallace@gmail.com>
To: Kelley Moffat <kelleymoffat@gmail.com>

Wed, Mar 10, 2021 at 8:09 AM

lets talk about this maybe yolanda can help us with this thanks blair
[Quoted text hidden]

Kelley Moffat <kelleymoffat@gmail.com>
To: Blair Wallace <blairgwallace@gmail.com>

Thu, Mar 11, 2021 at 8:16 AM

I talked to Yolanda this morning and got a resource to go through - she'll run this by her chief of staff but may not be able to help as Suddenlink is a private company. She's going to call Caltrans also.
[Quoted text hidden]

Blair Wallace <blairgwallace@gmail.com>
To: Kelley Moffat <kelleymoffat@gmail.com>

Thu, Mar 11, 2021 at 2:08 PM

i thought they where a public utility which means they have to play by different rules
[Quoted text hidden]

Kelley Moffat <kelleymoffat@gmail.com>
To: cecrsdl@alticeusa.com

Mon, Mar 29, 2021 at 10:02 AM

----- Forwarded message -----
From: **AlticeServiceability** <AlticeServiceability@alticeusa.com>
Date: Tue, Mar 9, 2021 at 10:09 AM
Subject: RE: External E-mail - Re: Build Cost information
To: Kelley Moffat <kelleymoffat@gmail.com>, AlticeServiceability <AlticeServiceability@alticeusa.com>

[Quoted text hidden]



Kelley Moffat <kelleymoffat@gmail.com>

10199 Donner Lake Rd.

1 message

Kelley Moffat <kelleymoffat@gmail.com>
To: cecrsdl@alticeusa.com

Tue, Mar 30, 2021 at 7:13 AM

Hello Anna,

Thank you for speaking with me yesterday. Attached are the email from Cynthia as well as a map which shows where the property is in relation to the other properties that have Suddenlink. As you can see, the properties are very close by which makes me wonder why the build cost is so expensive. Please let me know what resolution you find.

Thank you,

Kelley Moffat
571-229-3622

2 attachments**10199 Donner Lake Rd - Google Maps.pdf**
978K**Gmail - RE_ External E-mail - Re_ Build Cost information.pdf**
255K



Kelley Moffat <kelleymoffat@gmail.com>

Attn Juan Fajarbo

1 message

Kelley Moffat <kelleymoffat@gmail.com>
To: cecrsdl@alticeusa.com

Tue, Mar 30, 2021 at 2:04 PM

Referencing 10199 Donner Lake Rd.
Project number 16624586

----- Forwarded message -----

From: Kelley Moffat <kelleymoffat@gmail.com>
Date: Tue, Mar 30, 2021 at 7:13 AM
Subject: 10199 Donner Lake Rd.
To: <cecrsdl@alticeusa.com>

Hello Anna,

Thank you for speaking with me yesterday. Attached are the email from Cynthia as well as a map which shows where the property is in relation to the other properties that have Suddenlink. As you can see, the properties are very close by which makes me wonder why the build cost is so expensive. Please let me know what resolution you find.

Thank you,

Kelley Moffat
571-229-3622

2 attachments

 10199 Donner Lake Rd - Google Maps.pdf
978K

 Gmail - RE_ External E-mail - Re_ Build Cost information.pdf
255K

3/15/2021

10199 Donner Lake Rd - Google Map

Google Maps 10199 Donner Lake Rd



Map data ©2021 Google 100 ft



10199 Donner Lake Rd



Directions



Save



Nearby



Send to your
phone



Share



10199 Donner Lake Rd, Truckee, CA 96161



8PG8+9X Truckee, California

Photos

